

Call us Toll Free @ (800) 593-5730



You must read this manual in its entirety before attempting to operate your scooter

Always wear safety equipment including helmet, knee, and elbow pads. Those under 18 years old should always have adult supervision while riding.

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Principle of Operation & General Information

This product is an exclusive WHIZ STICK Scooter, which is a high-tech entertainment device. WHIZ STICK is based on “dynamic stability” principles, installed with high-speed central microprocessor, built-in precision electronic gyroscopes and intelligent controlled electronic drive motor. Your WHIZ STICK can detect and calculate rider’s operation instruction accurately, then control its behavior based on rider input. While standing on the pedal, it is easy to ride the scooter forward, backward, steering or stopping by control of your body weight moving forward and backward. WHIZ STICK Scooters combine a stylish design, simple operation, flexible control, high quality construction & materials, great entertainment and leisure activities.



*** PLEASE NOTE:** Some pictures in this manual may differ from your actual device but the usage instructions are accurate for all models.

PREFACE >>

Table of Contents

SAFETY INSTRUCTIONS	1-2
STRUCTURE & PARTS	3-5
OPERATION INSTRUCTIONS	6-10
RIDING SAFETY GUIDANCE	11-12
BATTERY USING GUIDE	13-15
TECHINICAL GUIDE	16
MAINTENANCE & STORAGE	17
BLUETOOTH OPERATION	18
WARRANTY INFORMATION	19

CONTENTS >>

Instruction before riding

We hope all riders will enjoy have a lot of fun and ride the WHIZ STICK safely.

- Please note by operating this device you acknowledge and understand WHIZ STICK is not responsible for any property losses, injuries, or other losses resulting from the WHIZ STICK Scooter.
- Before riding, please read this user manual **carefully**. If any damage, or abnormal situation happens, please contact WHIZ STICK immediately.
- Safe riding information will be given within this user manual, including speed limit, indicator light alarm, safe power off etc.
- Do not use your WHIZ STICK to harm others property or safety.
- Do not change or separate any component as it will affect the normal performance and safety of the WHIZ STICK, and void your warranty.
- Do not ride your WHIZ STICK on uneven or crowded surfaces.

Riding Safely

- Do not ride WHIZ STICK if you have equilibrium issues.
- Always wear safety equipment while riding (including helmet, knee and elbow pads).
- Do not ride WHIZ STICK under the influence of alcohol or other substances that may impact your balance.
- Riders maximum weight limit : 320lbs
 - DO NOT Operate if you are over the weight limit.
- Riders minimum weight limit: 80lbs
 - DO NOT Operate if you under the minimum weight limit.

ENDURANCE MILEAGE

WHIZ STICK Scooter mileage is impacted by many factors, such as:

- Road type: Smooth, flat ground with long travel distance, and on the contrary with short travel distance.
- Weight: Riders weight affect the travel distance.
- Maintenance: Proper / full charging of batteries will increase riding distance and overall battery life.
- Speed and riding style: Maintaining moderate speed will increase riding distance, frequent start/stop will reduce travel distance.

SPEED AND BALANCE

- It is not recommended to use maximum speed while riding. When an unsafe speed or unbalanced situation is detected the WHIZ STICK will alert you with a beep.
- WHIZ STICK can keep good balance of rider within prescribed safe speed, if safe speed is exceled it will result in loss of balance which may result in personal injury or accident.

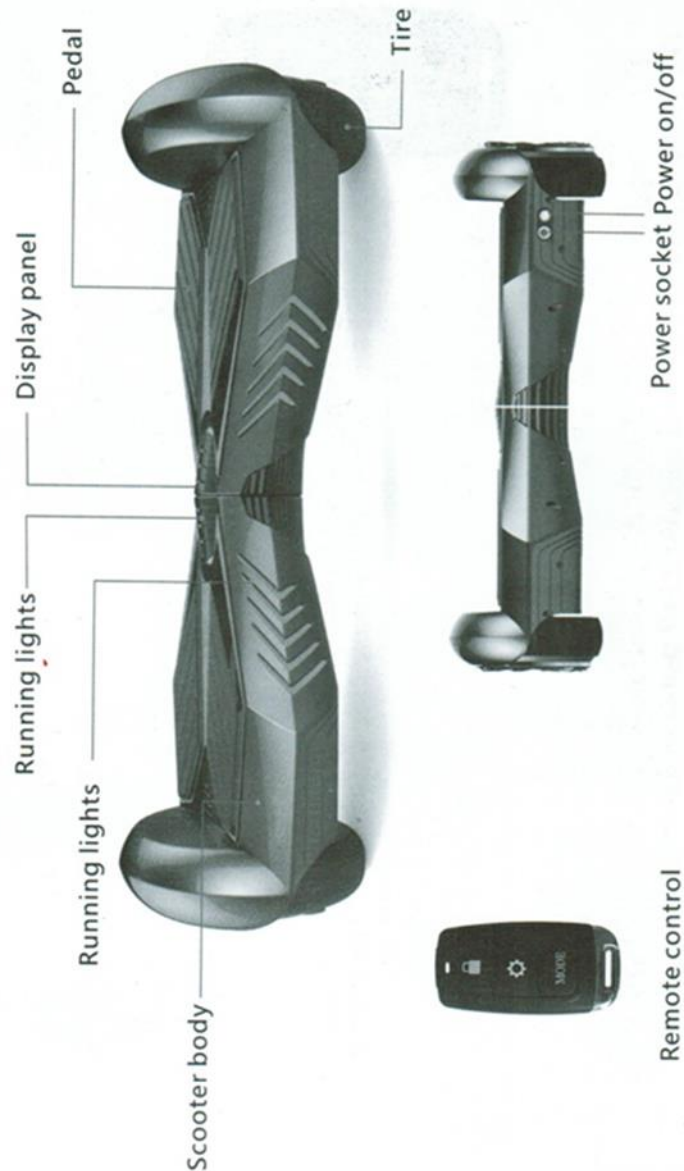
UPHILL & DOWNHILL

WHIZ STICK can detect the slope while uphill or downhill, then output torque through its intelligent chip automatically to adjust the motor and ensure riders safety while riding.



CAUTIONS:

When first operating your WHIZ STICK you should have someone help you balance by holding your hand / hands to prevent falling or loss of balance.



Remote Control

Your WHIZ STICK is equipped with a remote control which can control the scooter operation within 10 feet.



A = Lock Scooter Usage: Press this button to lock the WHIZ STICK from being used. Note: This will not completely power off device which means it will still consume battery power until the power button on scooter is pressed.

B = Un-Lock: Press this button to unlock the scooter after being locked by pressing button A on remote.

C = Single Audible Alert: Press this button to emit a single beep from the scooter speakers like a horn.

D = Continuous Audible Alert: Press and hold this button to emit a continuous beep from the scooter speakers until button is released.

Note: Remote controller distance will be decreased as battery power decreases.

Pedal Sensors

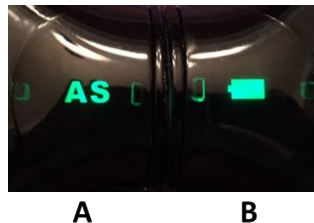
Your WHIZ STICK Scooter is equipped with four sensors under foot pedal, it will adjust to equilibrium automatically while stepping on foot pad.

- Do not step beyond foot pad edge, please ensure your feet are positioned over foot pads as close to fenders as possible while riding.
- Do not load any objects on the pedal, the sensor will keep recognizing the WHIZ STICK Scooter is powered on. It will increase the probability of accidents, resulting in injury or damage to rider or scooter.

Display Panel

Display panel is located in the middle of WHIZ STICK Scooter which is used to display running information.

- **A: Running display area:** The green AS indicator light means the Automatic Stabilizer has been activated when pressure is put onto the scooter pad. If this light turns red and flashes it means the scooter is not stabilized.
- **B: Power display area:** The green battery icon means the scooter has a sufficient charge for operating. When this icon flashes red scooter battery needs to be charged immediately.



Please follow the operation instructions to learn and practice riding. Ensure you are in comfortable clothes and shoes. **Note:** **Always wear safety equipment including helmet, knee, and elbow pads.**

WHIZ STICK Scooter Riding Practice

- Step 1 – Press the power switch to turn on WHIZ STICK.
- Step 2 – Ready for riding, place one foot on pedal pad, the indicator running lights turn on after the foot switch is triggered. WHIZ STICK system enters into self-balancing mode. Place other foot on the other side pedal pad after body and scooter are balanced. Stand on the pedal pad on both sides of scooter, keeping whole body in a relaxed state.
- Step 3 – After controlled well and standing on WHIZ STICK successfully scooter will keep stationary. Lean the body slightly forward or backward to control the WHIZ STICK movement. Avoid rapid movements forward and backward to prevent falling off scooter or losing balance.
- Step 4 – Control the directions of WHIZ STICK Scooter by using your right foot slightly forward to turn left, left foot slightly forward to turn right.
- Step 5 – Safely getting off from scooter. Please keep WHIZ STICK stationary and balanced before getting off. Remove one foot quickly from WHIZ STICK pedal, when you're standing steady on the ground remove the other foot from WHIZ STICK pedal.


Tips for practicing riding:

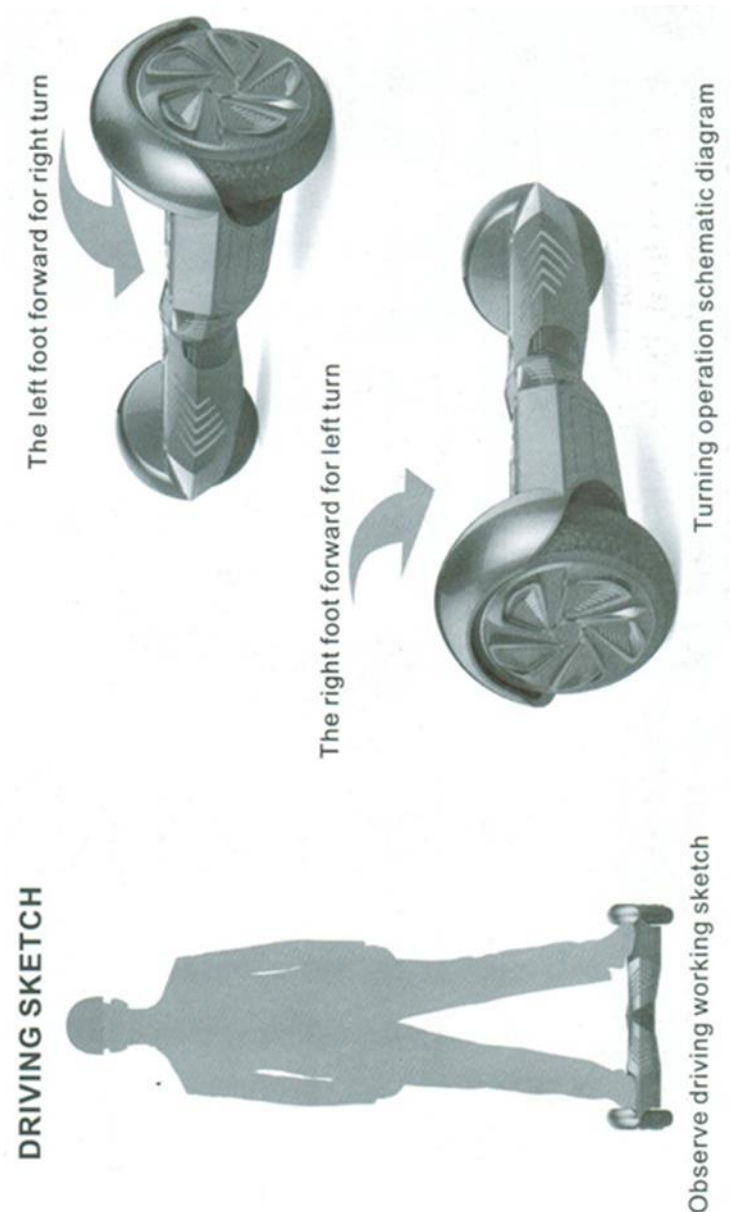
Please train or practice on flat surface with someone to help you balance by holding one or both of your hands. If you cannot control WHIZ STICK continue to train or practice with someone until you can control with ease.

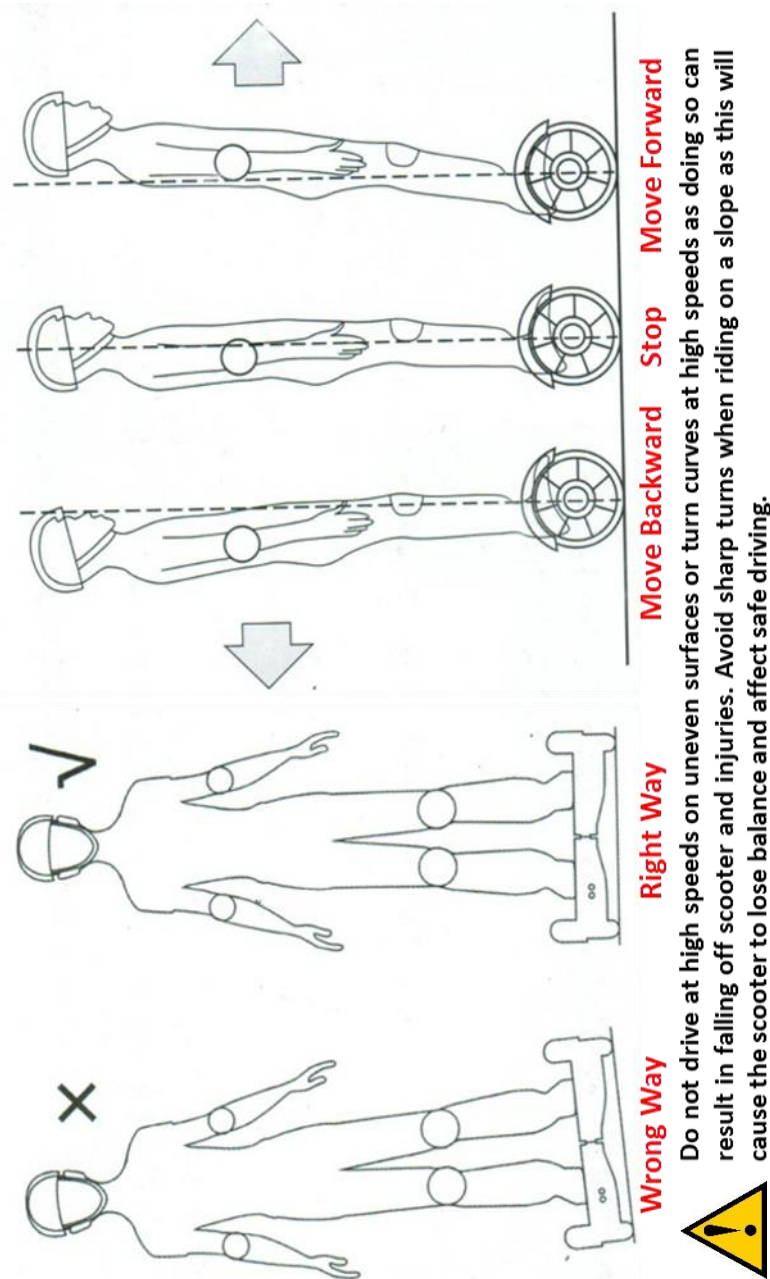
Riding Practice Notice

When you ride outside of completely level surfaces, please make sure you can operate WHIZ STICK skillfully.

- Please wear comfortable leisure sports clothes and sneakers to ensure flexibility of the body.
- Please practice riding your WHIZ STICK on open and flat place until you can operate easily getting on, moving forward, drawing back, stopping, turning, and getting off.
- Please check for obstacles on riding surfaces before riding.
- Please slow down if you are in unfamiliar places.
- Take precautions to not let WHIZ STICK wheels off ground in any condition.
- Your WHIZ STICK is a smart device for entertainment purposes and should not be treated as a toy.
- If you cannot ride your WHIZ STICK skillfully continue to practice with someone until you can effectively control the scooter. **Note: Always wear safety equipment including helmet, knee, and elbow pads.**

 If the foot switch is triggered on the WHIZ STICK and the body platform does not reach a level state the scooter will alarm rider with an audible beep and alarm indicator light will turn on. You must balance the WHIZ STICK Scooter when stepping onto it to prevent the system from alerting rider with an audible alert and alarm indicator light. The more practice and riding time you have the easier this will become.





Whiz Stick Self Protection

In the process of operation if there are any system errors or irregularities the WHIZ STICK Scooter will remind rider in different ways as below:

- If scooter is forward or backwards over 10 degrees, and rocking over 30 seconds, WHIZ STICK system will go into self-protection mode alerting rider with red light and high frequency alarm buzzer.
- If tire blocked for 2 seconds, WHIZ STICK system will turn off automatically.
- If battery voltage is lower than self-protection value, indicator lights will flicker red indicating to stop riding and charge battery.
- If battery experiences voltage issues it will cause continuous alarm and system will shut down after 15 seconds.
- If sudden acceleration or over action by rider, WHIZ STICK will alert with audible beep to alert rider.

WARNING

While out of charge or system alert for self-protection, please do not ride WHIZ STICK, otherwise WHIZ STICK will be unable to achieve balance due to shortage of battery power which will result in rider not being able to control scooter. If battery charge falls to minimum and you continue to operate the scooter the battery of WHIZ STICK can be damaged and even rendered useless.

Below is the safety instructions, please read these warnings carefully before using your WHIZ STICK self-balance scooter

- Your WHIZ STICK Scooter is not a toy and it requires training / practice in order to operate safely. In order to avoid injury, please read this manual fully before riding scooter, be sure WHIZ STICK is fully charged and in good condition before use.
- You must take safety measures when you begin riding WHIZ STICK which includes wearing helmet, knee, and elbow pads.
- Your WHIZ STICK Scooter is not made for riding on public roadways, on elevated surfaces, or at high speeds. Only ride it for personal entertainment and children under 18 should be supervised by an adult.
- Prohibited to use for kids that weight below 80lbs.
- Riders must be in good health with ability to control balance. Those with heart conditions, pregnant, or inability to maintain balance are not to ride the WHIZ STICK Scooter.
- Do not use under the influence of alcohol or drugs.
- Your WHIZ STICK is only for single rider use, do not attempt to carry other people or objects.
- Please keep a good visual front view while riding, do not allow anything to take your focus away from riding the WHIZ STICK.
- Please relax your feet, slightly bending your knees when riding, this helps to balance your body.
- Please be sure that your feet are always firmly on both WHIZ STICK foot pads close to wheel fenders when riding.

- Do not ride scooter if your weight is over 320lbs, otherwise it will cause fall injuries or more serious accidents. It will also cause damage to your WHIZ STICK Scooter.
- Do not ride scooter if your weight less than 80lbs because the sensors and self-balancing technology will not function correctly.
- Please keep a safe speed based on conditions to maintain control.
- Please keep a safe distance to avoid accidents when riding your WHIZ STICK with others.
- Pay attention to the body center of gravity to maintain balance and accurate steering control to prevent falling or accidents.
- Do not do other things when riding like talking on phone, talking to others around you, or taking attention away from balancing your WHIZ STICK Scooter.
- Do not ride in wet raining conditions or at high speeds when turning corners on your WHIZ STICK Scooter.
- Do not ride when lighting conditions are not suitable for you to easily see / observe your surroundings.
- Avoid riding on rough, uneven, and/or slippery surfaces like off-road, mud, grass, ice, sand, gravel, and snow.
- Do not ride in narrow space that limits your ability to maneuver your WHIZ STICK scooter.
- Do not suddenly start or stop. Gradually start and stop your WHIZ STICK Scooter at a consistent pace.
- Do not ride on a steep slope or other unsafe place.

Charging, Battery Maintenance, and Safety Cautions

To ensure you and others safety, maximize the battery life and provide optimal battery performance. Please use the battery according to the following battery guidance.

LOW BATTERY DETECTION

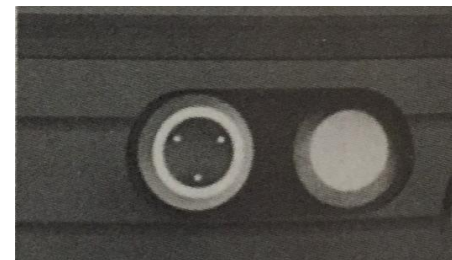
When the battery indicator light alerts that battery is low or the WHIZ STICK Scooter continuously beeps every other second the battery needs to be charged. You should stop operating the WHIZ STICK as soon as the device indicates the battery is low, turn the device off, and charge fully before continuing to use. Operating with a low battery can cause damage to the device as well cause the balancing technology to not work effectively resulting in rider not being able to control device.

Battery Information and Tips:

- If battery leaks out any substance or emits an odor
 - Don't touch any substance leaking from battery.
 - Unplug device or stop using immediately if this occurs and contact WHIZ STICK.
- Lithium batteries contain dangerous substances, please don't open the battery or insert anything into the battery.
- Only charge WHIZ STICK with provided charger.
- If you continue to operate your WHIZ STICK after the low battery warning it may impact the batteries ability to accept a full charge.
- Only charge your WHIZ STICK Battery when the device indicates the battery charge is low. Charging when not needed will impact the batteries performance and life.

Battery Charging

- Always monitor lithium batteries while they are charging and remove them from the charger as soon as charging is complete.
- If charger and/or battery get hot (warm is normal) unplug charger immediately.
- Please ensure all charging cables and connections are clean and dry before charging device and always charge in a dry environment.
- Insert the charger wall plug into power socket (110V-240V:50-60HZ), confirm the charger green indicating lamp is illuminated, insert the other end of charger into WHIZ STICK charging port.
- When the red indicator light on charger box is illuminated the device is charging. Once the charging light turns green the charging process is complete and cable should be unplugged.
- **IMPORTANT:** Please stop charging the WHIZ STICK and unplug charger once the indicator light turns green.
- WHIZ STICK charging time is about 2-3 hours. Please remove from charger as quickly as possible after charger light turns green.



Left port is charging port and Right is Power On/Off Button

Battery in high temperature or low temperature



If you want to make your WHIZ STICK run efficiently, the temperature of the battery must be kept within the temperature ranges listed below. If too cold or too hot the charging time will be longer **and/or the battery could be damaged or cause a fire condition.**

Battery Specification

SPECIFICATION	PARAMETER
Battery Type	Lithium Battery
Charging Time	2-3 Hours
Voltage	36 V
Initial Capacity	2-4 ah
Working Temperature	0° F - 120° F
Charging Temperature	32° F - 105° F
Storage Temperature	0° F - 85° F
Storage Relative Humidity	5% - 65%



Lithium Battery Precautions

- Always monitor lithium batteries while they are charging and remove them from the charger as soon as charging is complete. **Not doing so may result in fire or battery damage.**
- If charger and/or battery get hot (warm is normal) unplug charger immediately.
- Never ship your WHIZ STICK Scooter with the Lithium battery inside it before checking with the shipping company for specific rules on shipping lithium batteries.

Whiz Stick Technical Data

SPECIFICATION	PARAMETER
Weight	30lbs
Minimum Load	80lbs
Maximum Load	320lbs
Highest Safe Speed	12 mph
Maximum Miles on Charge	12
Maximum Climbing Angle	15 Degrees
Turning Radius	360 Degrees
Power	Rechargeable Lithium Battery
Voltage	100-240V
Product Size	26-1/2"L x 11"W x 10-1/2"H
Package Size	28"L x 13"W x 13"H
Chassis Height	2-7/8"
Pedal / Foot Height	6-1/4"
Tire Type	Infateable Rubber
Tire Diameter	10 Inch
Battery	36V - 4.4 AmpHours

Daily Maintenance

Your WHIZ STICK requires the daily maintenance. Below is the related procedures of maintenance and important operation tips. Please ensure the power and charger are disconnected before performing the following steps.

Precautions before cleaning:

- Ensure the power and the charger wire is disconnected.
- Use a soft cloth to clean your WHIZ STICK.
- Do not use high pressure water or soak scooter in liquid to clean your WHIZ STICK.
- Avoid water or other liquids seeping into WHIZ STICK, this will cause permanent damage to the internal electric boards.

Storage:

- Please ensure your WHIZ STICK is fully charged before storage to prevent battery over discharge.
- Please remove the battery to store WHIZ STICK if storing over a month and ensure to fully charge WHIZ STICK at least every three months.
- Do not charge your WHIZ STICK if the storage temperature is under 0° F, it can only be charged in temperatures above 0° F.
- Closing the WHIZ STICK housing openings with caulking or tape to prevent dust from getting inside will affect its performance.
- Your WHIZ STICK needs to be stored indoors and in a dry and suitable place between 0° F and 85° F.
- Do not attempt to open your WHIZ STICK Scooter housing. If you have maintenance issues with your WHIZ STICK please contact us for assistance.

Bluetooth Operation

Your WHIZ STICK Scooter comes with built in Bluetooth functionality. To pair with your Bluetooth Device follow the below steps (depending on your phone the steps may vary slightly). Follow your device Bluetooth pairing instructions if you encounter any issues with the steps below.

- Turn on your Whiz Stick balance scooter.
- Go to your mobile device settings and choose Bluetooth.
- Start the pairing process on your mobile device
 - Your mobile device may automatically recognize the Whiz Stick scooter without starting the pairing process.
- Select the new Bluetooth device from your mobile device and pair.
- There is no password required for pairing to your Whiz Stick scooter.
- Now you are ready to play your favorite music from your mobile device to the Whiz Stick internal Bluetooth speakers.

